



Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Event
Management

1st YEAR 1st SEMESTER EXAMINATION (REPEAT) – FEBRUARY / MARCH 2012

HTE 151-2 Developing Managerial Skills



Part C- Essay Questions

Answer only two (02) questions including question No.1

Marks allocation: 50 Marks

01. i. Organizations often have 3 levels of managers. Briefly explain those management levels. (15 Marks)
- ii. According to Mintzberg's "a role is a set of specific tasks a person performs because of the position they hold" briefly explain roles those managers are playing. (15 Marks)
- (Total Marks 30)
02. i. Differentiate the "Efficiency" and "Effectiveness". (6 Marks)
- ii. Outline the steps involved in the decision-making process and briefly explain them. (14 Marks)
- (Total Marks 20)
03. .i. Explain the components of an organization's environment. (8 Marks)
- ii. Discuss the three (03) types of controls available for managers using appropriate examples. (12 Marks)
- (Total Marks 20)

04. Motivation has become a famous topic in today business world. Companies make great efforts to motivate employees as a way of increasing organizational performances.

- i. Briefly explain what the motivation is? (3 Marks)
- ii. How can managers motivate employees? (Use any theory to support your answer) (5 Marks)
- iii. Why do you think motivation is very important for today business world? (7 Marks)

(Total Marks 15)

05. i. Discuss the five sources of power. Provide examples form modern organizations.

(5 Marks)

ii. According to Tannenbaum and Schmidt, four main styles of leadership are "Tells, Sells, Consults and Joins".

Briefly explain the meaning of these four leadership styles. (5 Marks)

iii. Discuss the main differences between a manager and a leader. (5 Marks)

(Total Marks 15)

